



Anthem Blue Cross and Blue Shield
Serving Hoosier Healthwise, Healthy Indiana
Plan and Hoosier Care Connect

What is IngenioRx?

**Anthem Blue Cross and Blue Shield's
transition to a new pharmacy benefit
manager**



What is IngenioRx?

Starting [October 1, 2019], IngenioRX will operate as the pharmacy benefit manager (PBM):

- CVS/Caremark claims technology used to process claims.
- Prescription claims will no longer be submitted to Express Scripts starting [October 1, 2019].

PBM function:

- Establish benefit structure for pharmacy claims processing
- Develop *Formulary/Preferred Drug List* and associated criteria
- Build pharmacy network

Member impact

What changed?

- Member ID card pharmacy information
- Preferred specialty pharmacy
- Mail-order pharmacy
- New Pharmacy Member Services call center available [24/7]

What remained the same?

- *Formulary*
- Retail pharmacy network remains largely unchanged
- Existing prescription still valid (*except controlled substances at mail-order pharmacy*)
- Existing prior authorization (PA) approvals still valid
- Member Services (medical)



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Prescriber impact

What changed?

- Need to write new prescriptions for controlled substance medications (for example, opioids and sleep agents)

What remained the same?

- *Formulary*
- Prescribing process — via e-prescribe, handwritten, phone or fax
- Medical drug claim process
- Process for medical injectable and retail drug PAs
- Electronic PA process via CoverMyMeds
- PA phone and fax numbers
- Provider Services number

Provider website pharmacy tools

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News & Announcements

Pharmacy benefit manager change to IngenioRx
Effective October 1, 2019, IngenioRx will become the pharmacy benefit manager (PBM) for prescription drugs, home delivery pharmacy and specialty pharmacy for Anthem Blue Cross and Blue Shield members.

[Pharmacy benefit manager change to IngenioRx](#)

NPI/Taxonomy Rules
Recent months have resulted in provider reimbursement challenges, most notably with billing according to the NPI/Taxonomy rules as outlined in IHCP bulletin BT201768 which is found at <http://provider.indianamedicaid.com/ihcp/Bulletins/BT201768.pdf>.

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Resources

[Family and Social Services Administration \(FSSA\) Website](#)
[CMS Disclosure of Ownership Form](#)
 [Emergency room auto-pay list](#)
 [Indiana Medicaid Network Relations Map](#)

[Provider Website Survey](#)

[www.anthem.com/inmedicaiddoc]



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Pharmacy Information

Anthem Blue Cross and Blue Shield will administer pharmacy benefits for members enrolled in Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect. Express Scripts, Inc. (ESI) is the pharmacy benefits manager. Please refer to the preferred drug list (PDL) when prescribing for these members.

▶ [Preferred Drug List & Formulary Search](#)

▶ [Specialty Drug List](#)

▶ [Benefit Exclusions](#)

Page Last Updated: 09/12/18

To get pharmacy prior authorizations:

[Log In to Availity](#)

or

[Register Now](#)

You can also request prior authorization by calling:

- 1-866-408-6132 (Hoosier Healthwise)
- 1-844-533-1995 (Healthy Indiana Plan)
- 1-844-284-1798 (Hoosier Care Connect)

Fax

- 1-844-864-7860 (Retail)
- 1-888-209-7838 (MI)



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Contact information

Healthy Indiana Plan (HIP) Member Services	[1-866-408-6131 (TTY 711)]
Hoosier Healthwise Member Services	1-866-408-6131 (TTY 711)
Hoosier Care Connect Member Services	1-844-284-1797 (TTY 711)
HIP Pharmacy Member Services	1-833-205-6007 (TTY 711)
Hoosier Healthwise Pharmacy Member Services	1-833-235-2023 (TTY 711)
Hoosier Care Connect Pharmacy Member Services	1-833-235-2024 (TTY 711)
Member website	www.anthem.com/inmedicaid
IngenioRx Specialty Pharmacy	1-833-255-0646 (TTY 711)
HIP home delivery (IngenioRx Home Delivery)	1-833-203-1742
Hoosier Healthwise home delivery (IngenioRx Home Delivery)	1-833-203-1742
Hoosier Care Connect home delivery (IngenioRx Home Delivery)	1-833-203-1742



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Contact information (cont.)

HIP Provider Services	[1-844-533-1995
Hoosier Healthwise Provider Services	1-866-408-6132
Hoosier Care Connect Provider Services	1-844-284-1798
Provider website	www.anthem.com/inmedicaiddoc
Retail Pharmacy PA fax	1-844-864-7860
Medical Injectable PA fax	1-844-512-7023
IngenioRx help for pharmacists	1-833-236-6191]



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Questions?



Thank you

www.anthem.com/inmedicaidoc

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Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

<https://tinyurl.com/fssa1041>

